



Office of Information Technology Services

## **Service Level Agreement**

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# **Structured Cabling**

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## Structured Cabling

### Service Description

Structured Cabling Services (SCS) offers customers convenient access to structured cabling installation, design, and project management. Cabling infrastructures provided with this service enable the transport of data, voice, and video over various copper and fiber optic media for government organizations, ranging from typical office/cubicle environments to data centers, to interconnection of buildings in campus environments.

SCS provides a comprehensive approach to ensure a high quality, standards-based cabling infrastructure in adherence with the State of North Carolina's [STS1000 Telecommunications Wiring Guidelines](#) and TIA/EIA (Telecommunications Industry Association/Electronics Industry Alliance) Telecommunications Building Wiring Standards. Structured Cabling Services consists of a team of BICSI RCDD ([Building Industry Consulting Service International Inc.](#), Registered Communications Distribution Designer) professionals dedicated to providing the best solutions and services to fit each customer's unique needs.

### Service Commitments

The general areas of support (such as Incident and Change Management) applicable to every ITS service, are specified in the ITS Global Service Levels document.

### Hours of Availability

- Structured Cabling Service fixed rate contractors perform installations between the hours of 8:00 a.m. and 5:00 p.m., Monday- Friday, except for holidays.
- Installations can be performed outside of these normal hours, but will be subject to overtime and holiday labor rates.

### ITS Responsibilities

For small projects we offer:

- Processing of your order (converted into a third party vendor work order) issued within one business day
- Contact with you by vendor to discuss your needs within three business days
- A wide variety of convenient unit prices, ranging from patch cables and cabling runs, to equipment racks
- Contract prices are available upon request
- Access to ITS Structured Cabling Staff for resolution of installation issues (should the need arise)

For large projects we offer:



- Consultation with you to establish specific business requirements, site environmental needs, and installation schedules by SCS staff RCDD
- Development of a detailed set of requirements for your specific cabling project by staff RCDD and submission of specifications to pre-qualified cabling vendors for competitive bidding
- Bid evaluation and recommendation of vendor award for your project
- Management of your implementation, including project planning, construction coordination, and quality assurance inspections along with receipt and evaluation of as-built deliverables and certification tests

## Customer Responsibilities

Start early! Structured cabling is one of the most important steps to ensure your IT project is completed on time and on budget.

### Cabling requests

- Submit an ITS [TO-4 Telecommunications Service Request](#) form to initiate a cabling project.
- E-mail or fax the completed form to [ts.service.request@its.nc.gov](mailto:ts.service.request@its.nc.gov) or 919-850-2828.
- An SCS or vendor representative will contact you upon receipt of the form to determine your specific needs.

### Design/Consulting requests

- Submit an ITS [TO-4 Telecommunications Service Request](#) form to initiate a project consultation.
- E-mail or fax the completed form to [ts.service.request@its.nc.gov](mailto:ts.service.request@its.nc.gov) or 919-850-2828.
- An SCS or vendor representative will contact you upon receipt of the form to determine your specific needs.

### Emergency repairs and installations

- Initiate a Service Request ticket by contacting the ITS Service Desk (available 24 x 7) at 919-754-6000 or e-mail [ITS.Incidents@its.nc.gov](mailto:ITS.Incidents@its.nc.gov).
- A representative will contact you to discuss your specific needs and schedule repairs.



## Service Level Agreement Scope

This agreement specifies only the standard operational service commitments and responsibilities of ITS and its customers. Customer-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding. Service rates are outside the scope of this agreement and are specified in financial documents.



## Signatures of Approval and Agreement Date

### Customer Signatures

Agency Head or Designee:

Name	Title	Signature	Date

Agency Chief Financial Officer:

Name	Title	Signature	Date

### ITS Signature

State Chief Information Officer:

Name	Title	Signature	Date
Chris Estes	State CIO		